

Missouri Department of Labor and Industrial Relations

Performance Measures

For the period ending September 30, 2008

VISION

For businesses and employees succeeding together in safe and healthy workplaces free from unlawful discrimination.

MISSION

To promote and protect industry and labor.

VALUES

The Department of Labor and Industrial Relations believes in the following principles to accomplish its vision and mission:

- **Excellence**
- **Impartiality**
- **Integrity**
- **Respect**
- **Stewardship**

OVERVIEW

As part of the Governor's Managing for Performance initiative, the Missouri Department of Labor and Industrial Relations (Department) has moved forward to establish concrete, measurable performance goals.

Gov. Matt Blunt has directed state cabinet directors to implement management strategies focused on results and create an environment where results matter. The governor will hold the Department accountable for its performance. Under his directive, the Department has identified goals that are aimed at achieving real and valuable outcomes.

The performance measures selected will assist the Department in determining whether customer needs are being met. Successful measurements will lead to increased customer service and quality of service for Missourians.

In addition to this performance plan serving as an accountability device, the Department will use it as a management tool for ongoing dialogue with divisional management on progress toward departmental goals. This document is also viewed as a communication tool to the public.

The Department revised its performance measures in 2008 and is using baseline data from December 31, 2004, as a beginning benchmark. Each quarter, the Department will update its data and analyze the results for needed improvement.

PERFORMANCE MEASURES

1. Secure Workforce (pages 1-8)

- 1.1 90.1% of unemployment insurance intrastate first payments made within 14 days of compensable week
- 1.2 80% of unemployment insurance non-monetary decisions on separation issues completed within 21 days
- 1.3 80% of unemployment insurance appeals to the Appeals Tribunal issued within 30 days
- 1.4 80% of unemployment insurance appeals meet federal quality standards
- 1.5 50% of unemployment insurance appeals to the Labor and Industrial Relations Commission issued within 45 days
- 1.6 88% of workers' compensation decisions by Administrative Law Judges issued within 75 days
- 1.7 75% of workers' compensation appeals related to awards issued by the Labor and Industrial Relations Commission within 180 days

2. Prepared Workforce (pages 10-20)

- 2.1 85% of unemployment insurance determinations about unemployment insurance tax liability of new employers made within 90 days
- 2.2 56% of unemployment insurance overpayments will be established for recovery
- 2.3 5% increase in the number of fraudulent/noncompliance cases referred for prosecution in unemployment insurance cases by December 31, 2008
- 2.4 5% increase in the number of fraud/noncompliance cases referred for prosecution in workers' compensation cases by December 31, 2008
- 2.5 80% of workers' compensation, fraud and non-compliance cases, processed within 120 days
- 2.6 95% of workers' compensation first reports of injury filed by insurers/self-insured employers within 30 days of injury
- 2.7 70% of labor standards investigations on complaint cases involving prevailing wage closed within an average of 90 days
- 2.8 75% of labor standards investigations on cases involving child labor completed within 120 days

- 2.9 80% of human rights investigations involving housing completed within 100 days of complaint receipt
- 2.10 15% of human rights cases involving employment, housing and public accommodations resolved as settlements/conciliations
- 2.11 Average processing time of 180 days for 100% completed investigations involving employment, housing, and public accommodation.
- 2.12 15% of respondents in human rights cases involving employment and public accommodation participate in early resolution
- 2.13 15% increase in the number of employers/payroll service companies that file quarterly contribution and wage reports through USTAR.

3. Safe Workforce (pages 21-22)

- 3.1 75% of requests for safety and health consultations from first-time participants of the Safety and Health Consultation program
- 3.2 15% of serious hazards identified by the Missouri Safety and Health Consultation Program corrected on site

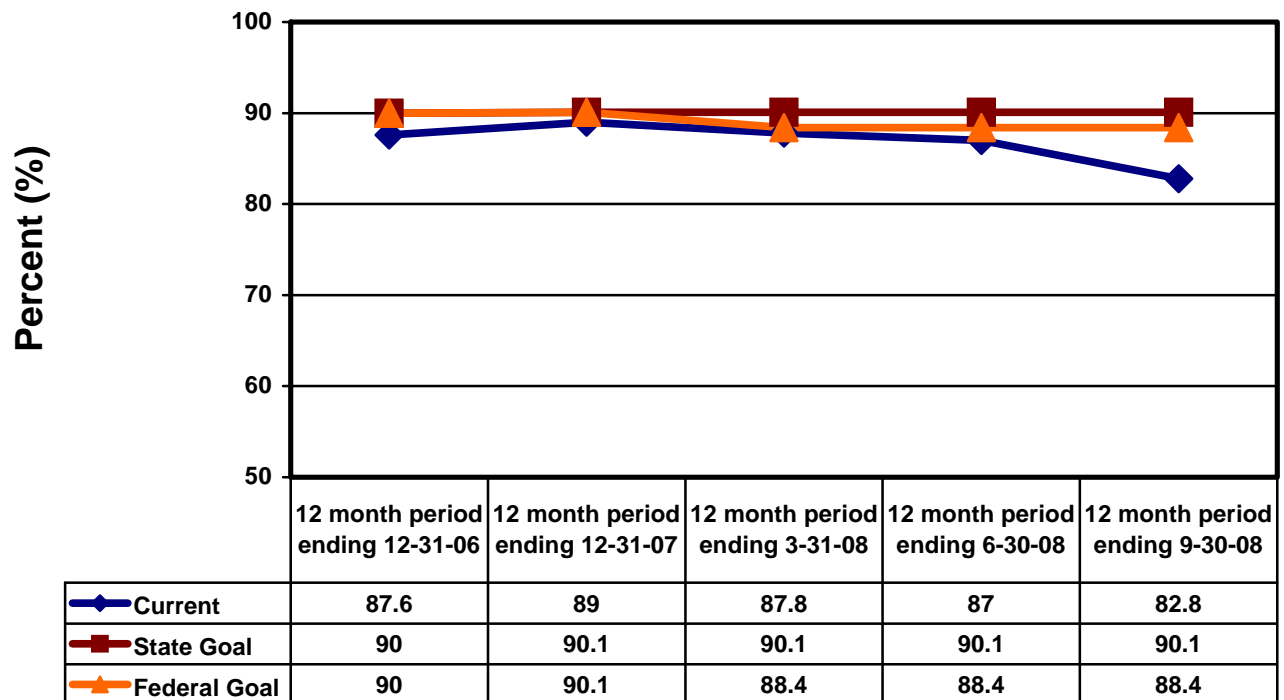
PERFORMANCE MEASURES

1. Secure Workforce

1.1 90.1% of unemployment insurance intrastate first payments made within 14 days of compensable week (federal goal is 88.4%)

The percentage of first payments made within 14 days, include all first payments except work share. The percentage is a computation of the number of days elapsed from the week-ending date of the first compensable week in the claim benefit year to the date the payment is made in person, mailed, or offset or intercept is applied on the claim.

Comparative Data: Missouri ranks 42 out of 53 as of June 30, 2008



NOT MEETING GOAL

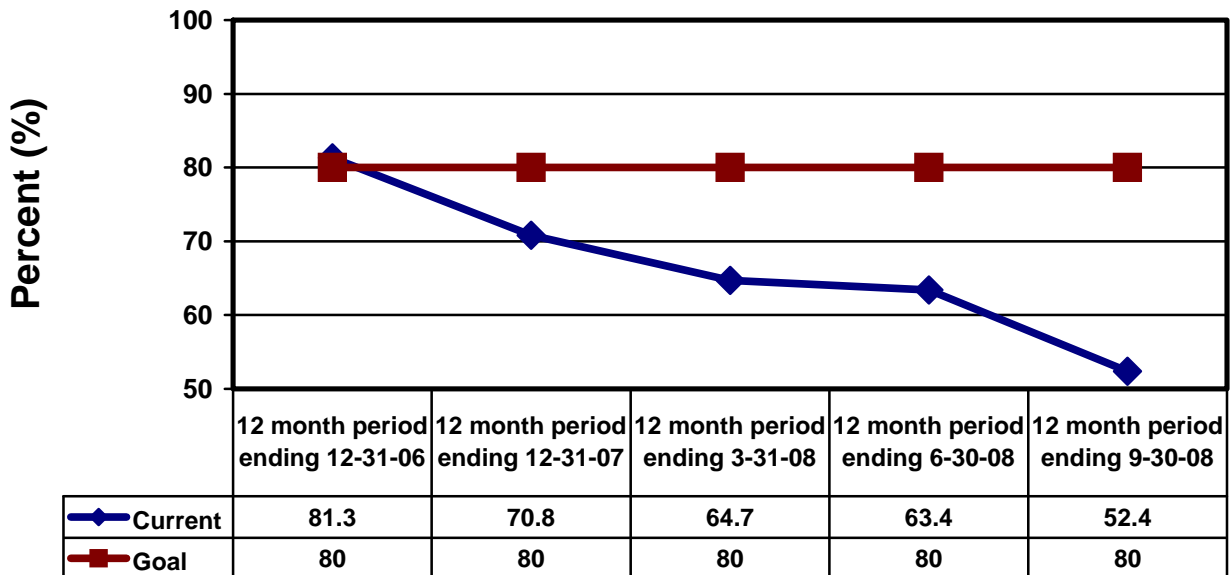
PERFORMANCE MEASURES

1. Secure Workforce

1.2 80% of unemployment insurance nonmonetary decisions on separation issues completed within 21 days

This percentage is a computation of the number of days elapsed from the week ending date of the first week affected by the separation determination to the date on the determination that resolves the issue. All determinations are measured as a percentage within 21 days of detection date, excluding any non-monetary issues identified by the Benefits Accuracy Measurement (BAM) or Benefits Payment Control (BPC) Subunits. Timeliness is based on the number of days elapsed from date of detection by the state or any non-monetary separation issue that had the potential to affect the claimant's past, present, or future benefit rights to the date of the separation determination.

Comparative Data: Missouri ranks 37 out of 53 as of June 30, 2008



NOT MEETING GOAL

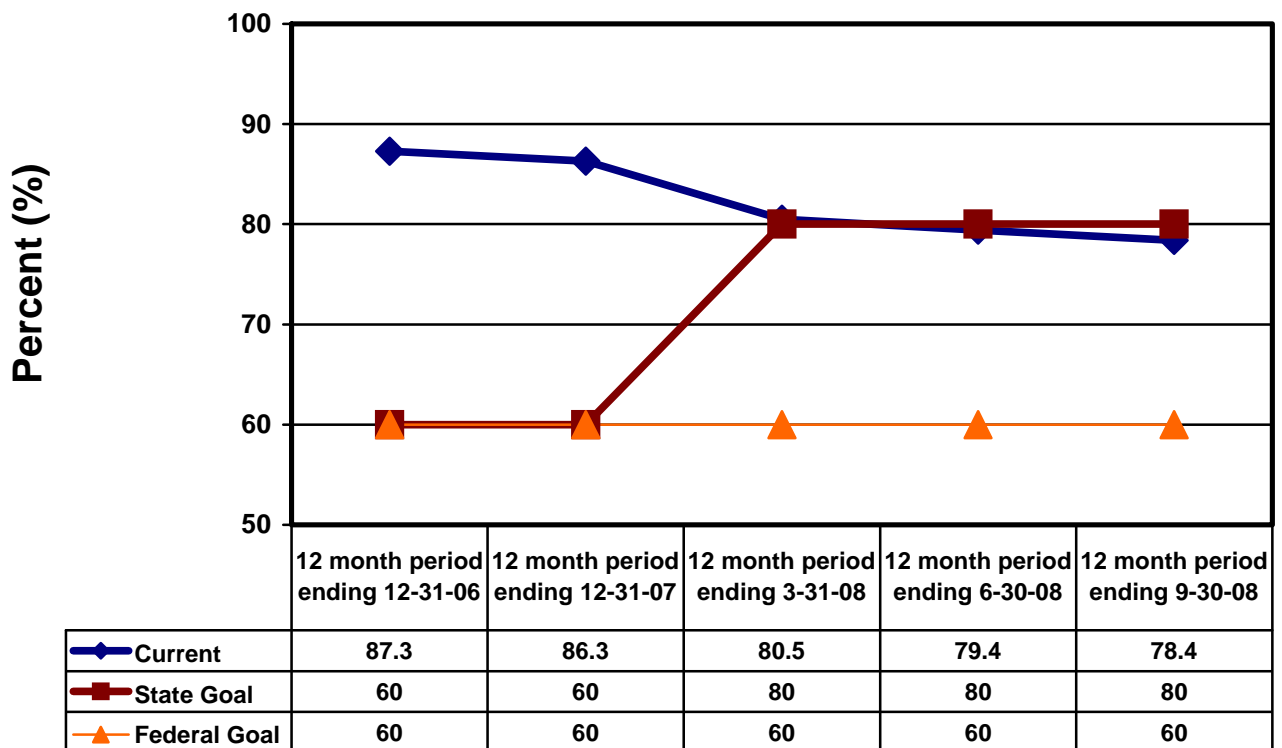
PERFORMANCE MEASURES

1. Secure Workforce

1.3 80% of unemployment insurance appeals decisions are issued by the Appeals Tribunal within 30 days (federal record is 60%)

This measure begins the date the appeal is filed with the Division of Employment Security's Appeals Section and ends the date the decision is mailed. Appeals include Labor Disputes, regular UI benefits, Federal, Military, wage credits, benefit overpayment assessments, tax intercepts, and extended benefits. Trade Readjustment Allowances are not included.

Comparative Data: Missouri ranks 21 out of 53 as of June 30, 2008



NOT MEETING GOAL

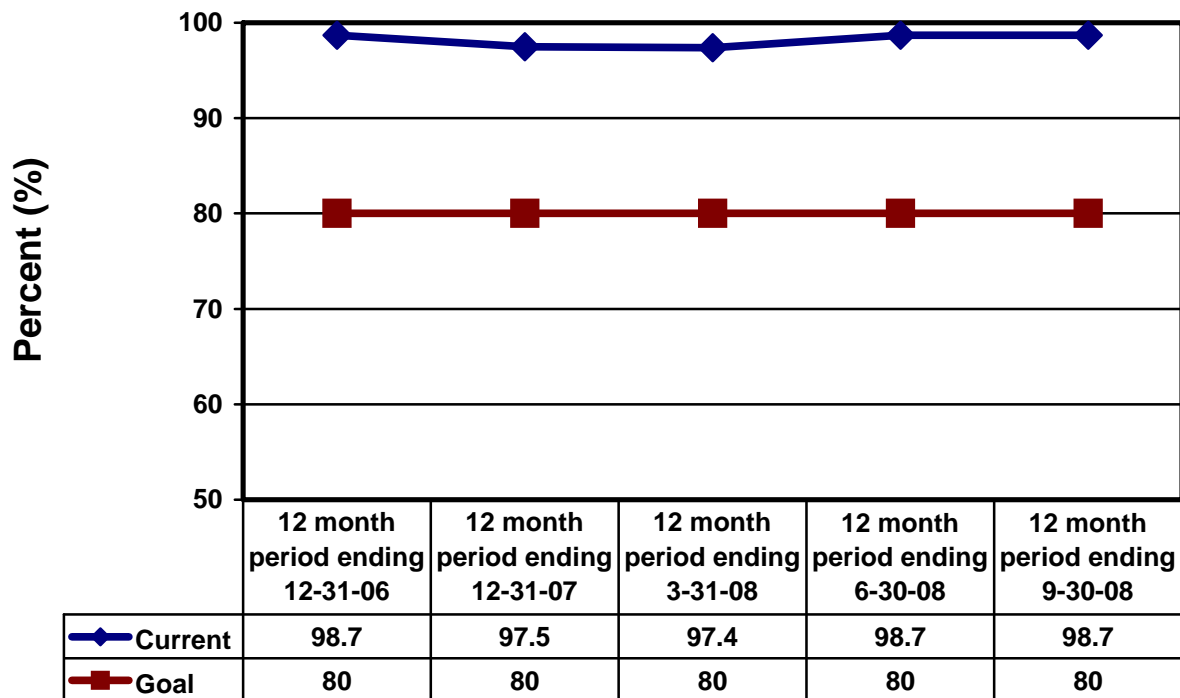
PERFORMANCE MEASURES

1. Secure Workforce

1.4 80% of unemployment insurance appeals meet federal quality standards.

Eighty percent of lower authority appeals have quality scores of 85 percent of potential scores.

Comparative Data: Missouri ranks 17 out of 52 as of June 30, 2008



MEETING GOAL

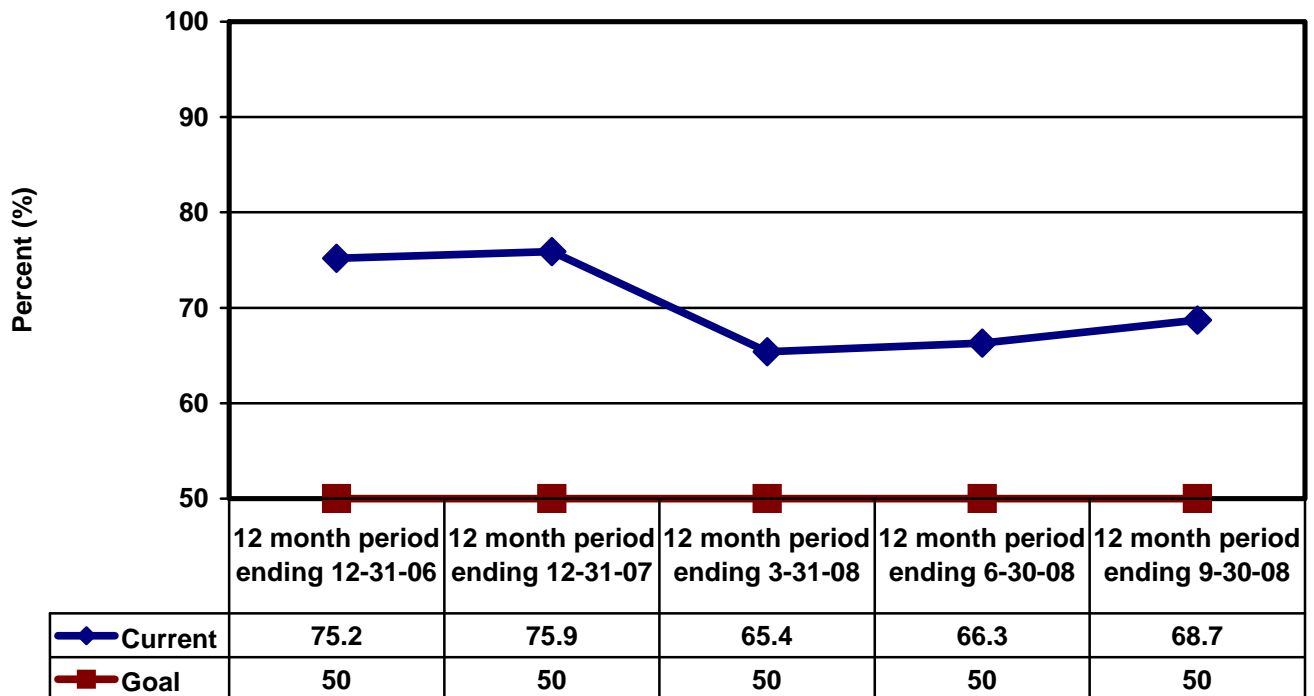
PERFORMANCE MEASURES

1. Secure Workforce

1.5 50% of unemployment insurance appeals to the Labor and Industrial Relations Commission issued within 45 days

From the date the application is filed with the LIRC and until the date the LIRC issues its decision.

Comparative Data: Missouri ranks 37 out of 48 as of June 30, 2008



MEETING GOAL

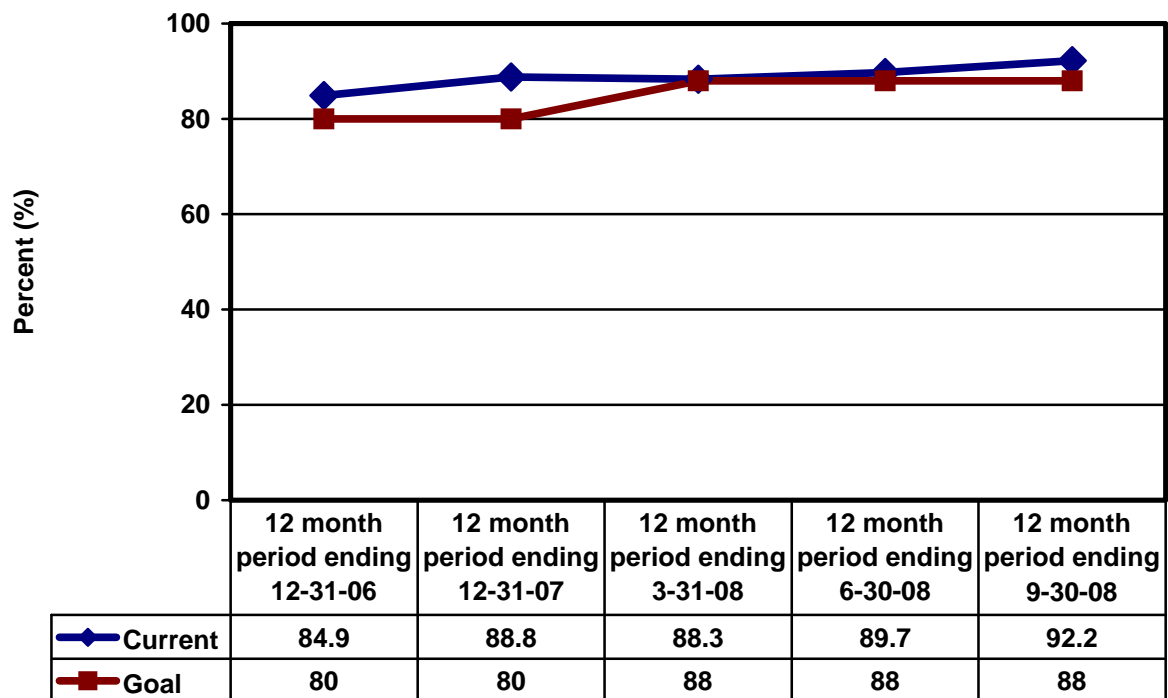
PERFORMANCE MEASURES

1. Secure Workforce

1.6 88% of workers' compensation decisions by Administrative Law Judges issued within 75 days

This item is measured from the last date of the hearing to the date the award is signed by the Administrative Law Judge.

Comparative data not available



MEETING GOAL

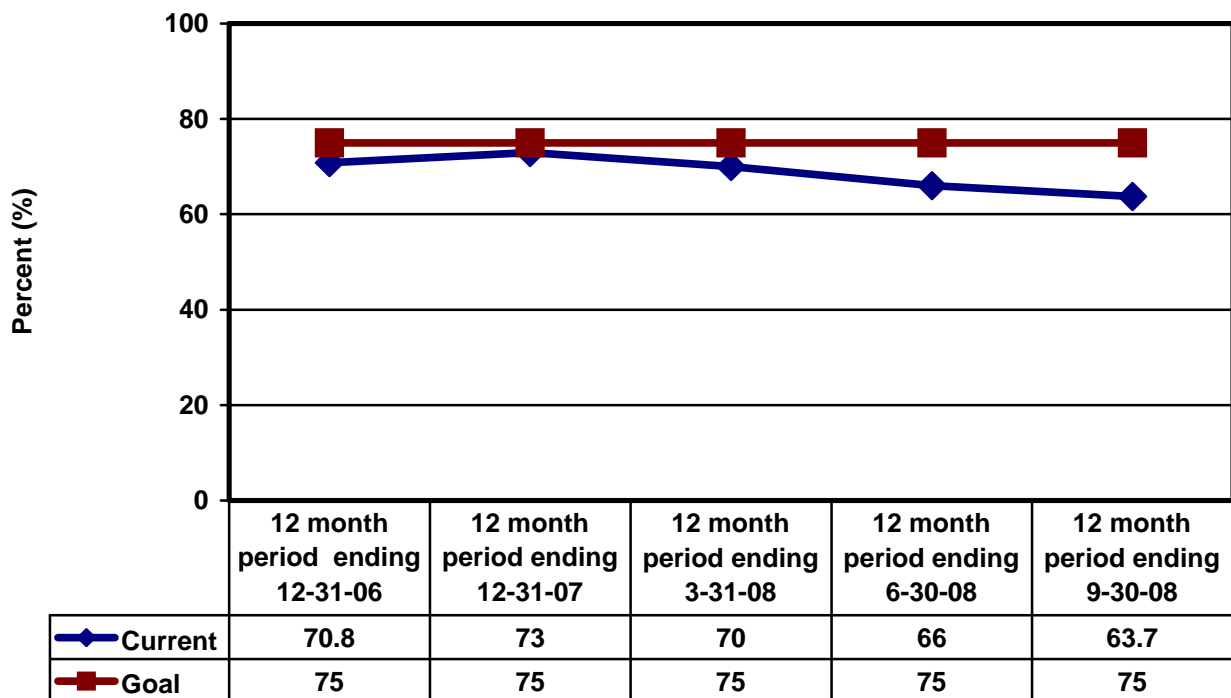
PERFORMANCE MEASURES

1. Secure Workforce

1.7 75% of workers' compensation appeals related to awards issued by the Labor and Industrial Relations Commission within 180 days

The average number of days from application for review to final award by the Commission. This excludes dismissals, settlements and modifications.

Comparative data not available



NOT MEETING GOAL

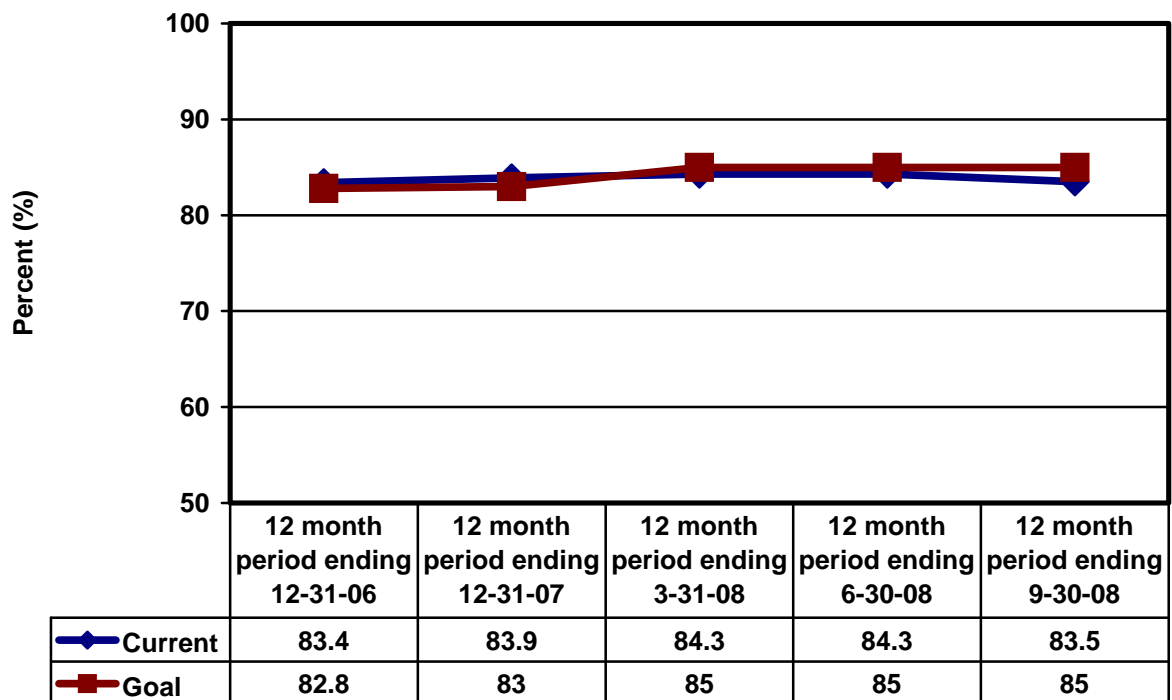
PERFORMANCE MEASURES

2. Prepared Workforce

2.1 85% of unemployment insurance determinations about unemployment insurance tax liability of new employers made within 90 days

This measure is the percentage of new employer status determinations made within 90 days from the last day of the quarter in which the business first became liable (for newly established employers) or re-established liability (for previously terminated accounts) or was reactivated (for previously inactivated accounts).

Comparative Data: Missouri ranks 30 out of 53 as of June 30, 2008



NOT MEETING GOAL

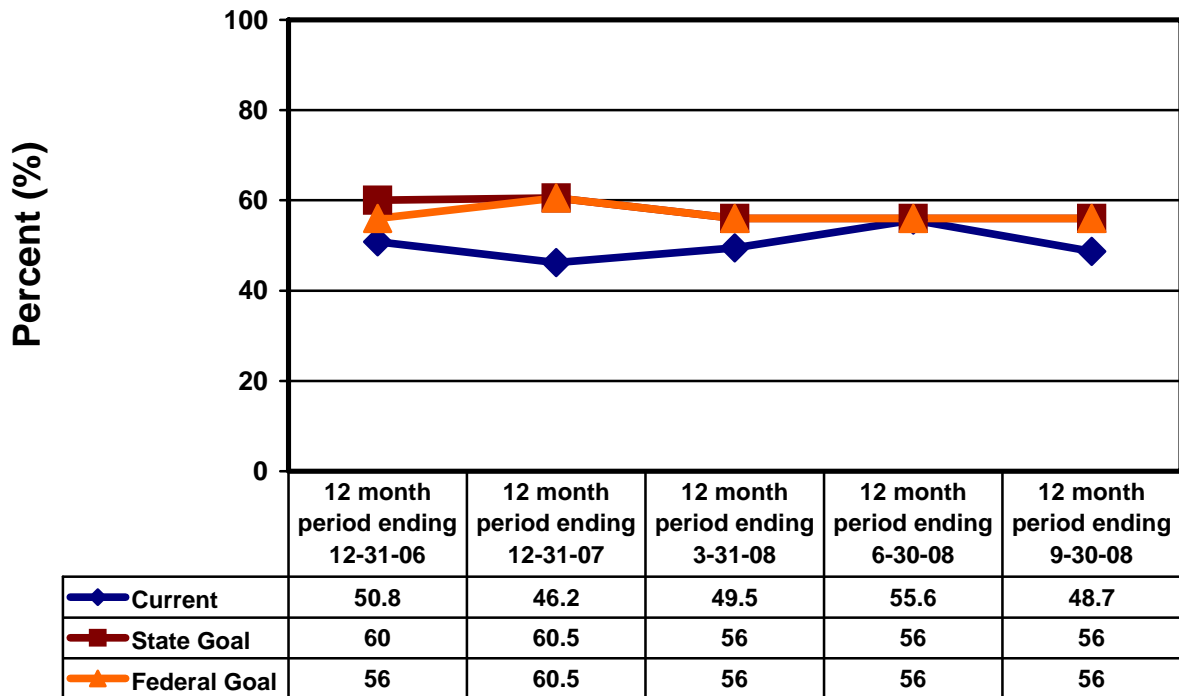
PERFORMANCE MEASURES

2. Prepared Workforce

2.2 56% of unemployment insurance overpayments will be established for recovery

This measure is a computation of the amount of recoverable dollar overpayments established by the Benefit Payment Control (BPC) Subunit to the Benefit Accuracy Measurement (BAM) estimated operational overpayment amount, which is the estimate of recoverable dollar overpayments most detectable through state operations.

Comparative Data: Missouri ranks 34 out of 52 as of September 30, 2008



NOT MEETING GOAL

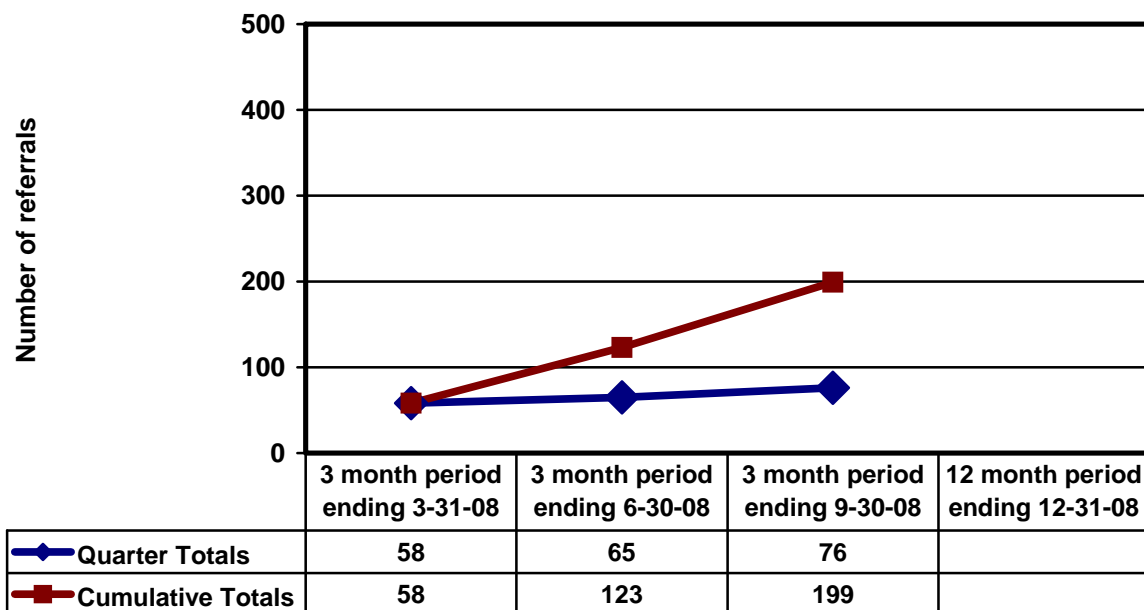
PERFORMANCE MEASURES

2. Prepared Workforce

2.3 5% increase in the number of fraudulent/noncompliance cases referred for prosecution in unemployment insurance (from 278 to 292) cases by December 31, 2008

The percentage of fraud and noncompliance cases referred for prosecution by the Missouri Division of Employment Security and the Missouri Division of Workers' Compensation.

Comparative Data not available



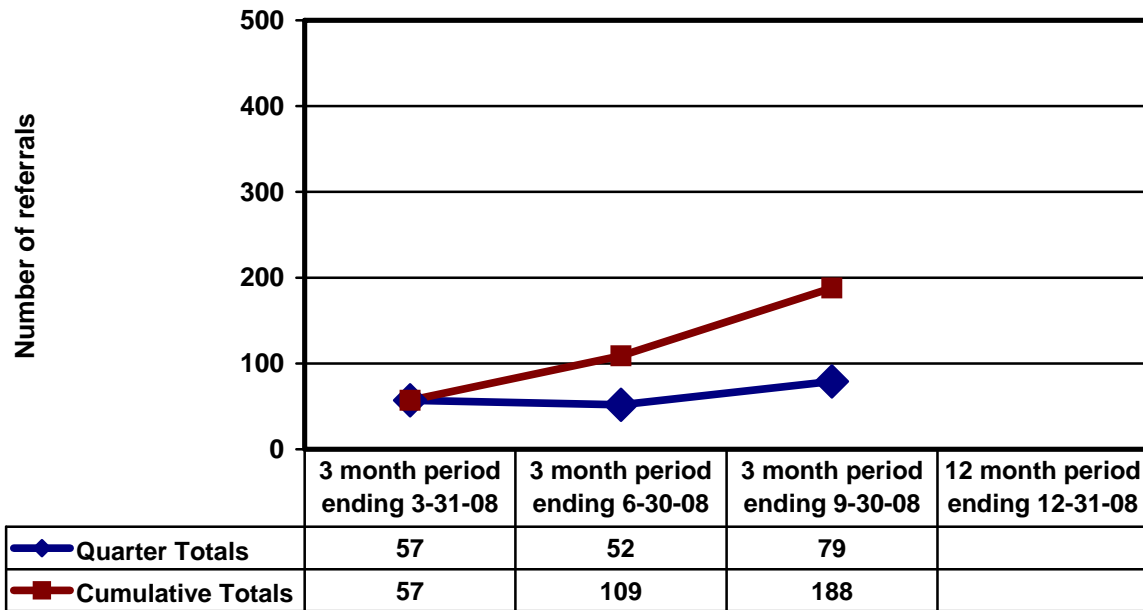
PERFORMANCE MEASURES

2. Prepared Workforce

2.4 5% increase in the number of fraudulent/noncompliance cases referred for prosecution in workers' compensation (198 to 208) cases by December 31, 2008

The percentage of fraud and noncompliance cases referred for prosecution by the Missouri Division of Employment Security and the Missouri Division of Workers' Compensation.

Comparative Data not available



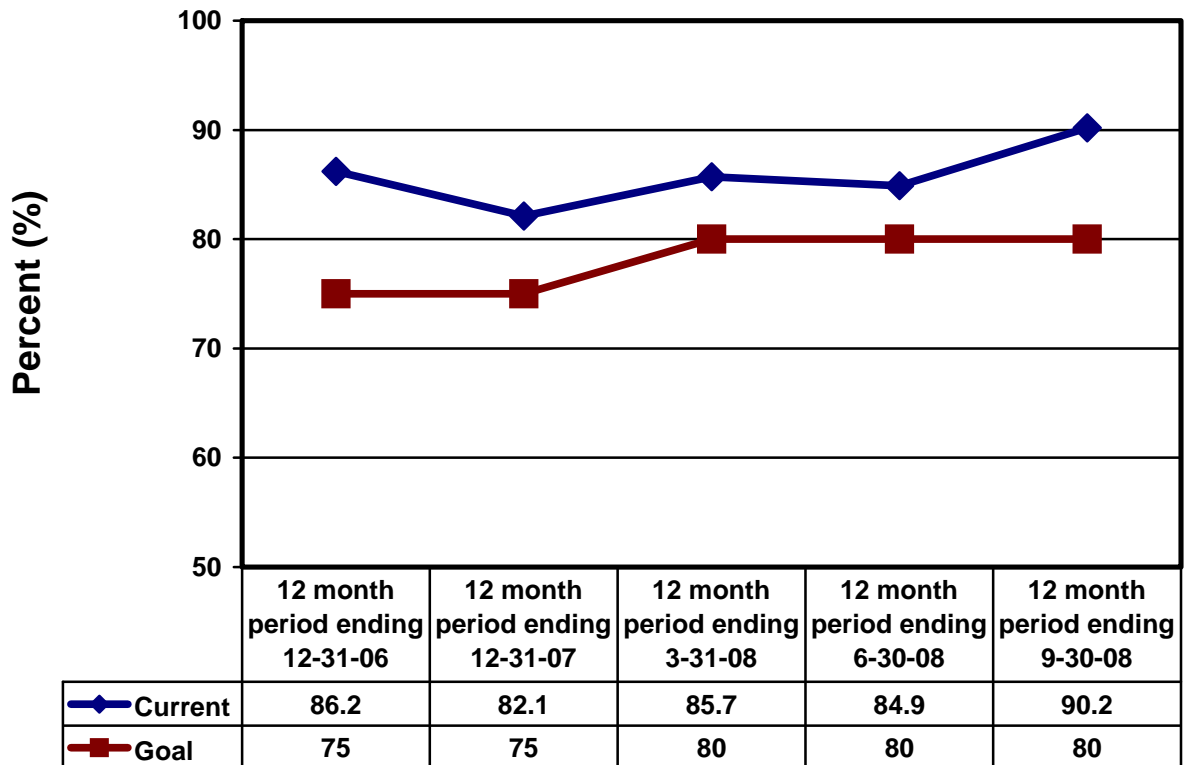
PERFORMANCE MEASURES

2. Prepared Workforce

2.5 80% of workers' compensation, fraud and non-compliance cases, processed within 120 working days

This item is measured from the date the complaint is received to the date the investigation is completed either through a referral or a determination that the complaint has no basis.

Comparative data not available



MEETING GOAL

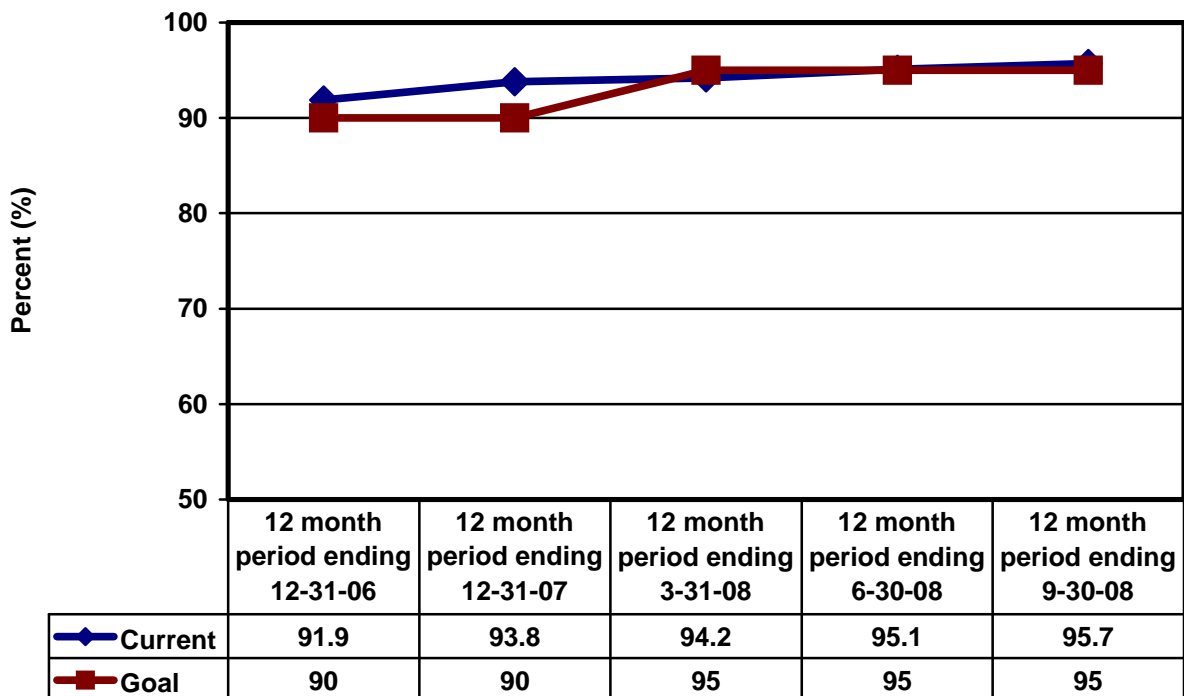
PERFORMANCE MEASURES

2. Prepared Workforce

2.6 95% of workers' compensation first reports of injury filed by insurers/self-insured employers within 30 days of injury

This measurement is based on the number of First Reports of Injury (FRI) filed to the Division of Workers' Compensation after the statutory requirement has elapsed as a percentage of the total First Reports of Injury filed. (During the first 12-month periods for 12-31-04 and 12-31-05, the statutory requirement for FRIs was 15 days. The 30-day requirement for FRIs was effective 8-28-05).

Comparative data not available



MEETING GOAL

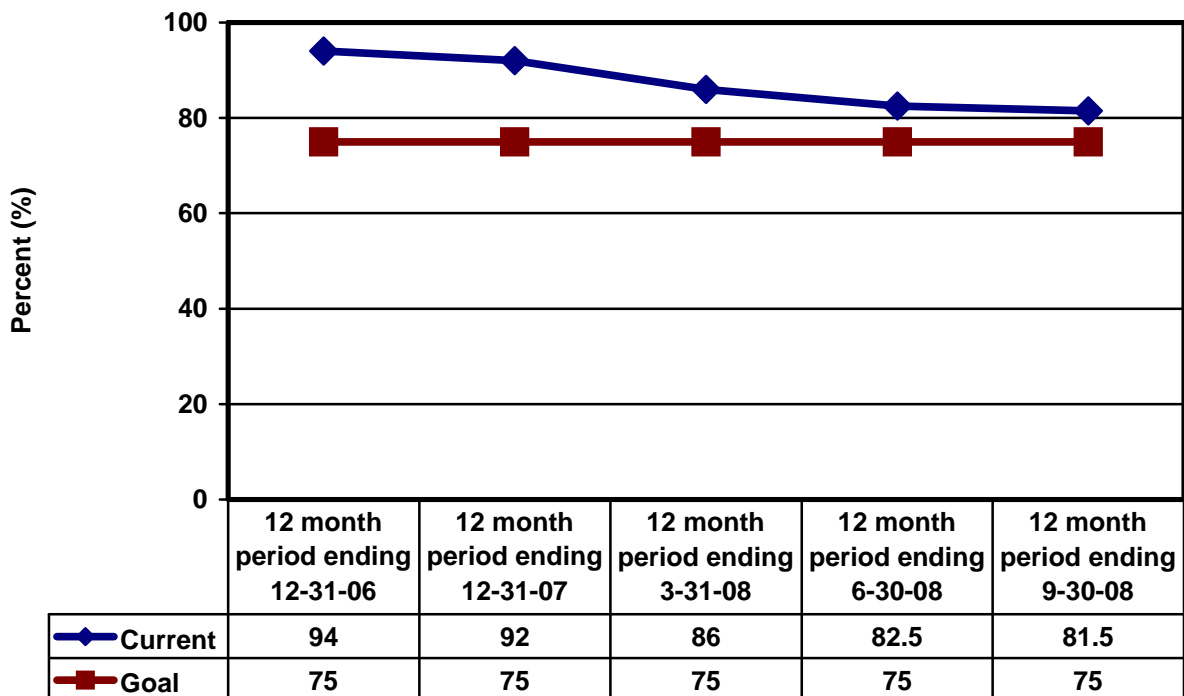
PERFORMANCE MEASURES

2. Prepared Workforce

2.7 75% of labor standards investigations on complaint cases involving prevailing wage closed within an average of 120 days

Determine when complaint case is closed within date range (quarter) then compute the number of days the case is open. A case is opened when it is assigned to an investigator and closed when a determination is made of violation found or no violation found. Arrive at the average number of days cases are open by totaling the days of all cases closed within the date range for all investigators and dividing the total by the number of investigators.

Comparative data: National average is 108 days



MEETING GOAL

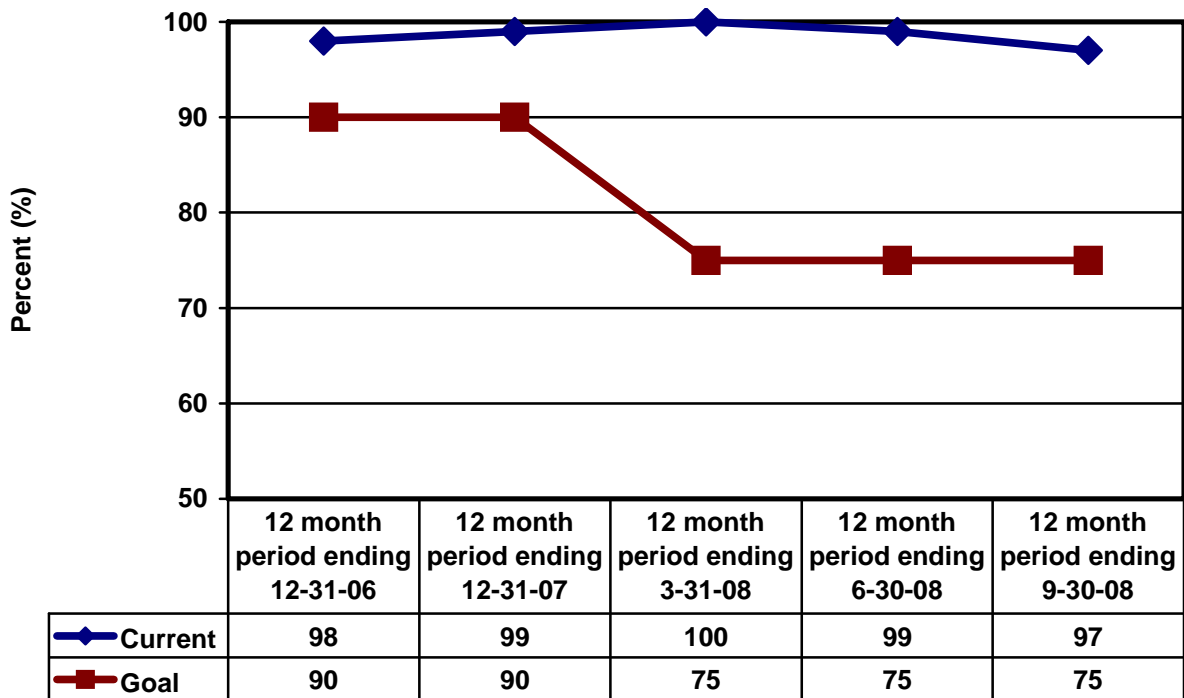
PERFORMANCE MEASURES

2. Prepared Workforce

2.8 75% of labor standards investigations on cases involving child labor completed within 90 days

Determine when an investigation is completed within date range (quarter) then compute the number of days investigation took to resolve from when investigation began. Beginning dates are 1) the date a child labor complaint case is assigned to an investigator and 2) the date a child labor investigation begins at the initial contact/review of business (employer).

Comparative data: National average is 108 days



MEETING GOAL

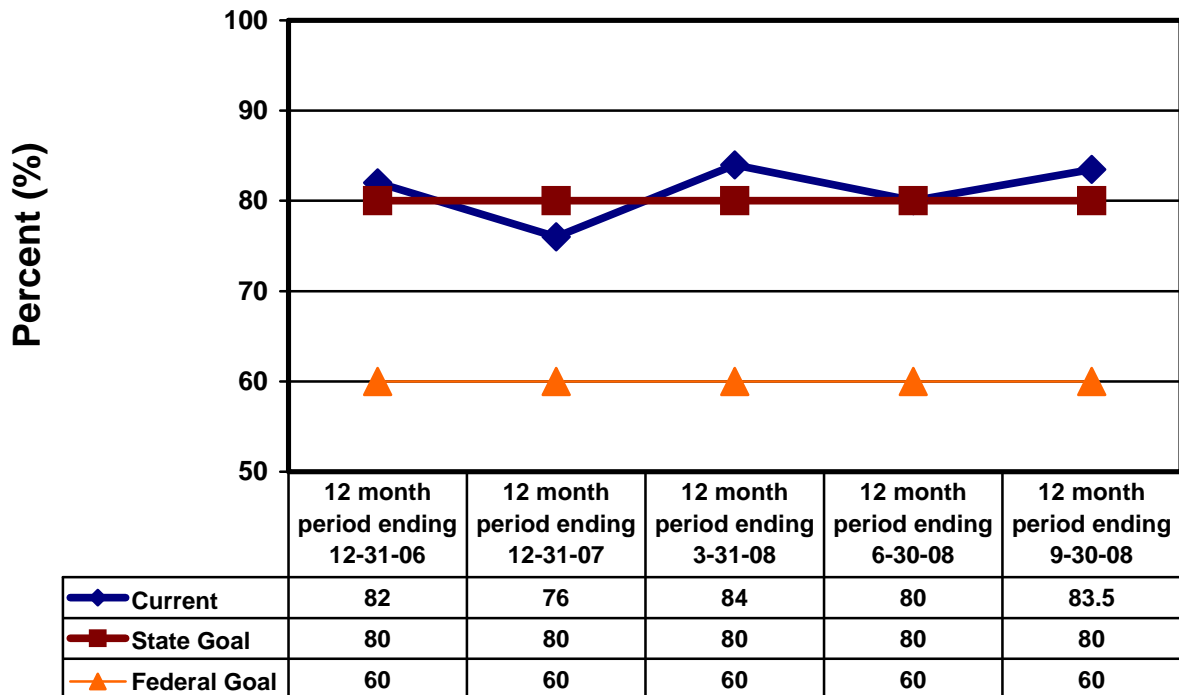
PERFORMANCE MEASURES

2. Prepared Workforce

2.9 80% of human rights investigations involving housing completed within 100 days of complaint receipt (federal goal is 60%)

This measure represents the date the case is filed and submitted to the time the Commission on Human Rights makes a decision.

Comparative data not available



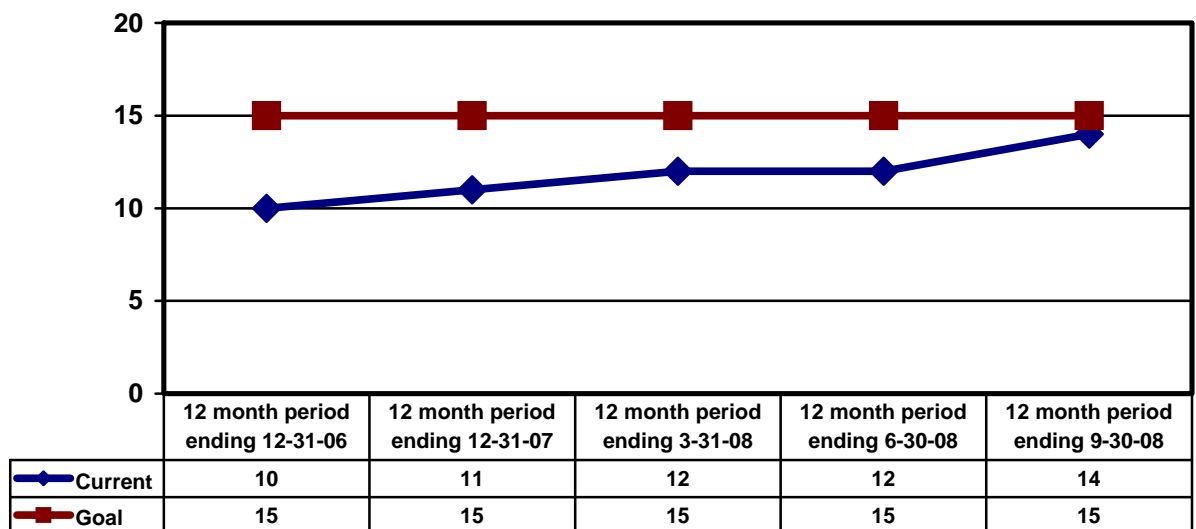
MEETING GOAL

PERFORMANCE MEASURES

2. Prepared Workforce

2.10 15% of human rights cases involving employment, housing and public accommodations resolved with monetary or non-monetary benefits

*Percentage of cases resolved as settlements/conciliations
Comparative data not available*



NOT MEETING GOAL

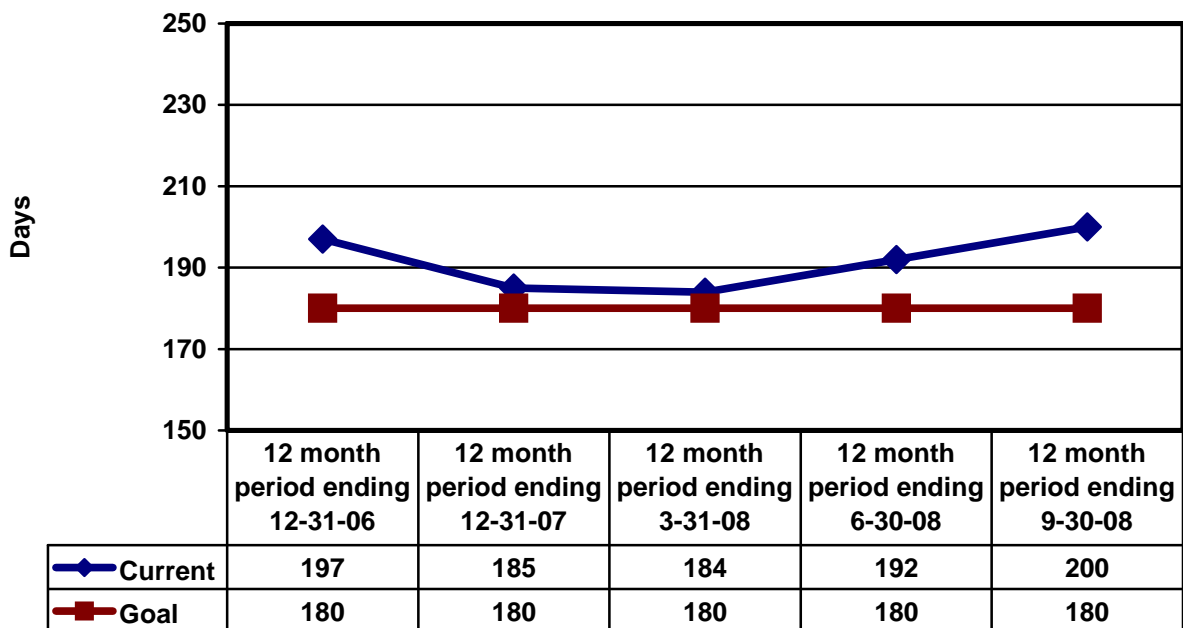
PERFORMANCE MEASURES

2. Prepared Workforce

2.11 Average processing time of 180 days for 100% of completed investigations involving employment, housing, and public accommodation.

This measure presents the time a case is filed until the date the case is closed. Measure excludes probable cause cases.

Missouri ranks 4 of 8 in Midwest Region



NOT MEETING GOAL

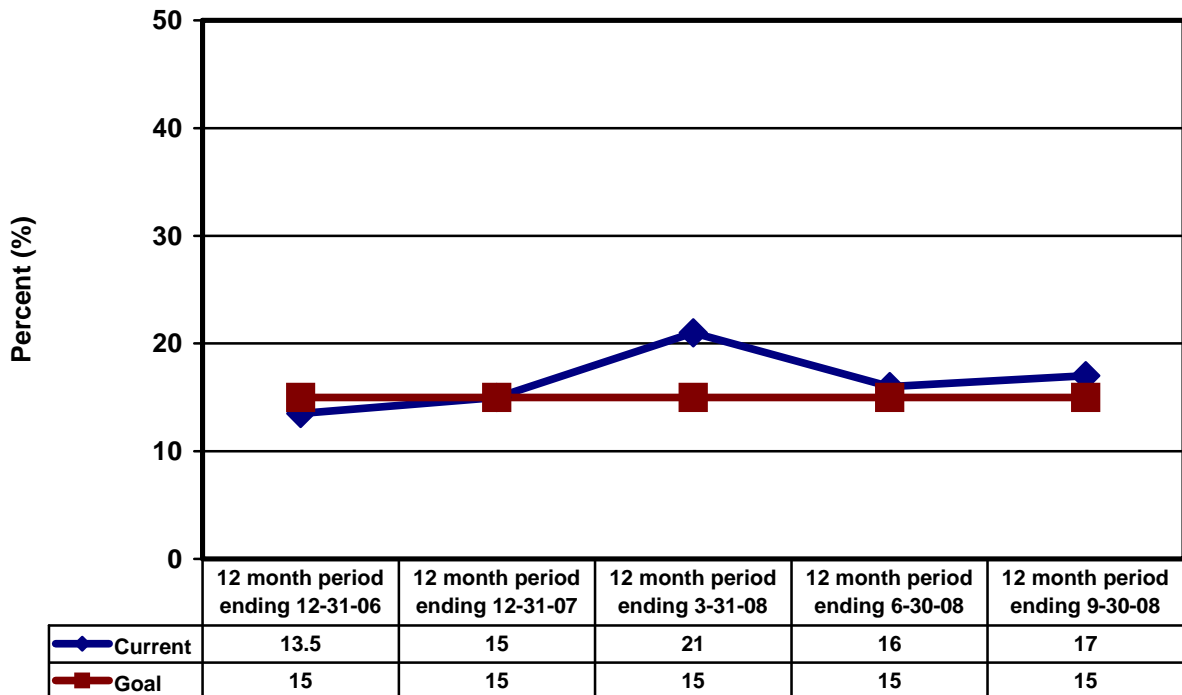
PERFORMANCE MEASURES

2. Prepared Workforce

2.12 15% of respondents in human rights cases involving employment and public accommodations participate in early resolution

This represents the number of cases received in employment and public accommodations and the number of cases participating in early resolution.

Comparative data not available



This is a new measure implemented in July 2005; therefore historical data is unavailable.

MEETING GOAL

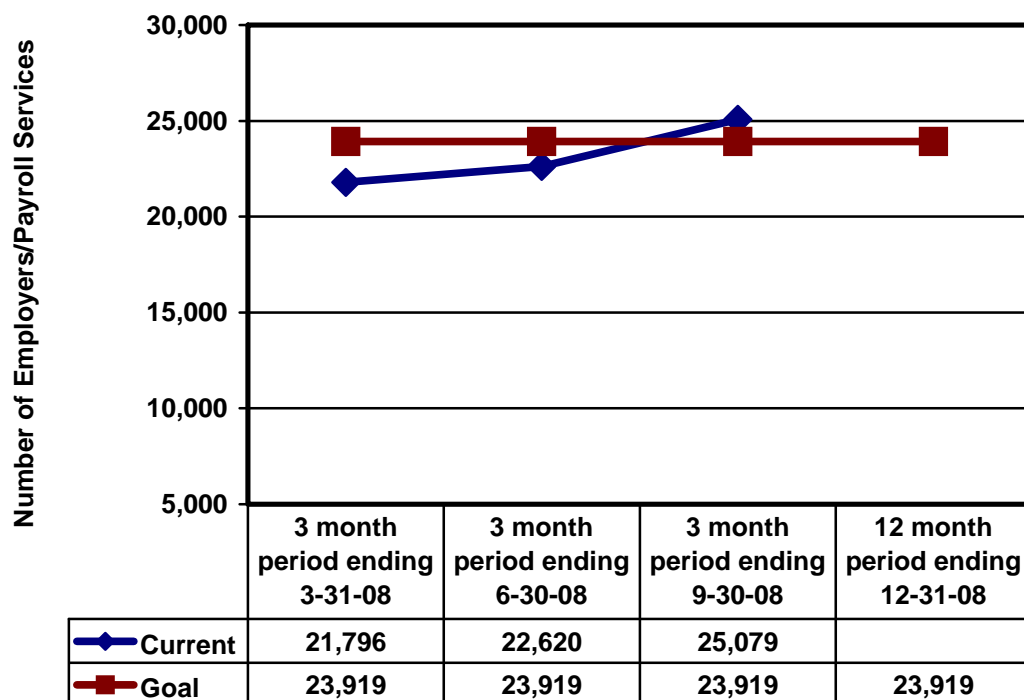
PERFORMANCE MEASURES

2. Prepared Workforce

2.13 15% increase in the number of employers/payroll service companies that file quarterly contribution and wage reports through USTAR (from 20,799 to 23,919) by December 31, 2008.

Number of employers and payroll service companies filing quarterly contribution and wage report through the Unemployment State Tax Automated Reporting (USTAR) system.

Comparative data not available



MEETING GOAL

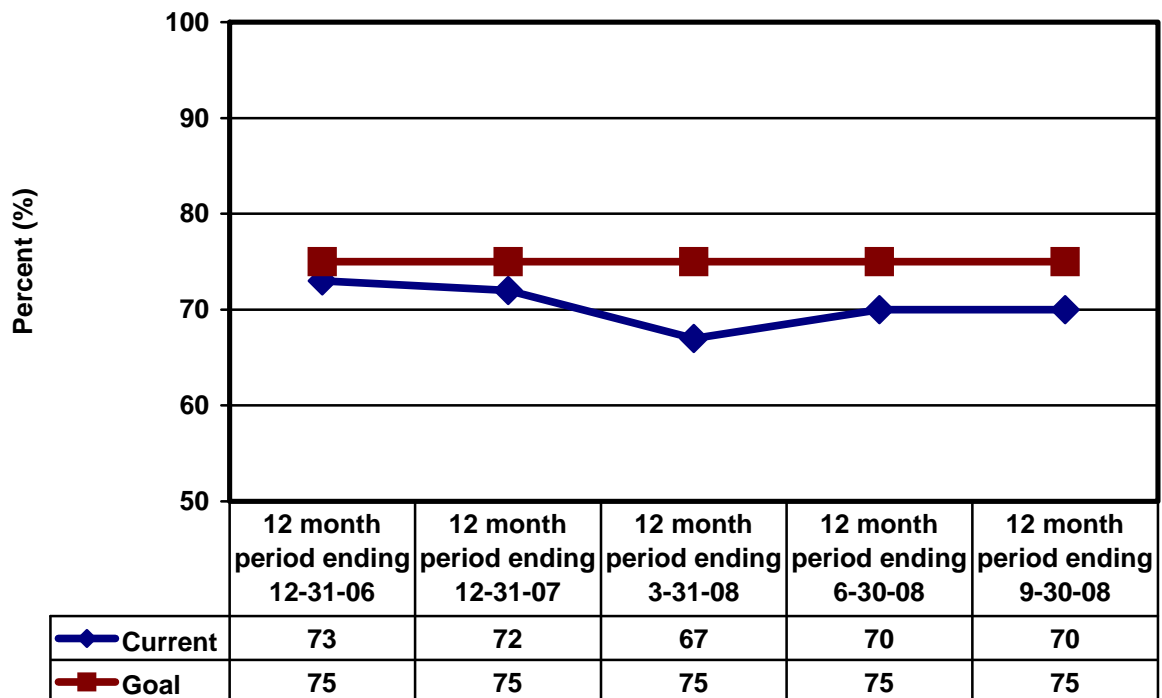
PERFORMANCE MEASURES

3. Safe Workforce

3.1 75% of requests for safety and health consultations from first-time participants of the Safety and Health Consultation program

This measure represents the number of first-time participants with the On-Site Safety and Health Consultation program as a percentage of the total participants.

Comparative data not available



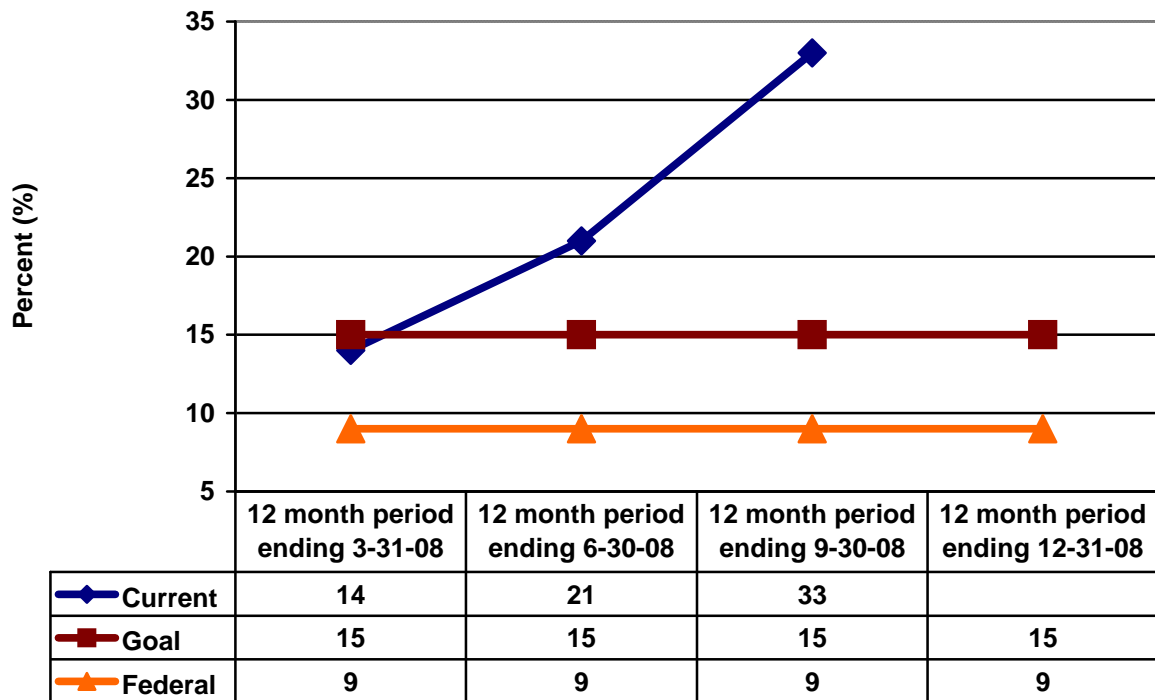
NOT MEETING GOAL

PERFORMANCE MEASURES

3. Safe Workforce

3.2 15% of serious hazards identified by the Missouri Safety and Health Consultation Program corrected on site

This measure represents the number of serious hazards corrected on site as a percentage of total serious hazards.



This is a new measure implemented in January 2008; therefore historical data is unavailable.

MEETING GOAL